A. Definitions

<table>
<thead>
<tr>
<th>Priority Code</th>
<th>Description</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>50</td>
<td>Emergency</td>
<td>Imminent threat to people, property, institution; immediate response</td>
</tr>
<tr>
<td>45</td>
<td>Urgent</td>
<td>Make all efforts to mitigate problem today; overtime is authorized</td>
</tr>
<tr>
<td>40</td>
<td>Timely</td>
<td>Response within one business day; scheduled within 5 business days; completed within schedule</td>
</tr>
<tr>
<td>30</td>
<td>Routine</td>
<td>Make all efforts to schedule within 5 days; begin work by date</td>
</tr>
</tbody>
</table>

B. Examples by Priority

**Emergency (50)**

Imminent threat to people, property, institution; immediate response

- Research refrigerators/freezer alarming on low or high temps
- Lock change required for security issue
- Risk of damage from flood or leak (over flowing toilets, domestic water leak, sewage, sprinkler, ceiling or roof leak)
- Dedicated negative pressure rooms exhaust fans down
- Emergency exit door not working correctly
- Loss of major mechanical equipment
- Water bubbling up out of manhole
- Underground pipe is broken – sinkhole, water bubbling up
- Loss of building water (both domestic and potable)
- Elevator Issues – Entrapment only, otherwise 30 and call Customer Service
- Loss of building lights
- Gas smell – Should be reported to Cornell Police, then Customer Service immediately
- Exposed wiring, damaged outlets or loss of power, electric switch sparking
- Broken glass in window or door - Until secured
- Bio-Safety cabinets/fume hood exhaust fan down (research or safety risk)
- Combo lock, if codes are changed and still does not work
- No ventilation – entire building
- Broken glass windows and doors or mirrors (50 until secured, than becomes 30)
Urgent (45)
Make all efforts to mitigate problem today; overtime is authorized

Only light in Walk-In-Cooler
Only light in room is out
Only restroom on floor out of service
Exterior doors that latch/secure but do not self-close
Only handicap accessible toilet not flushing
No potable hot water
Card access problem creating security issue
No heat in occupied space
Cooling issues in occupied space
Doors not opening or locking card access or key activated (building security) Refrigeration containing product or research
Ice machine not working with research or dining impact
No Ventilation in part of building
Exit light out in an assembly space if event is imminent
Exterior lights – If no other lights in the area
Tripped breaker affecting teaching/research
Tripping hazard to walkway, stairway etc.

Timely (40)
Response within one business day; scheduled within 5 business days; completed within schedule

One of multiple restrooms on floor out of service
Clogged drain with standing water (sinks, tubs, showers) Plugged toilets where there are others available
Occupants feel space is too cool
Combo lock not working even after batteries have been changed Combo locks need combo changed due to personnel problems Building leaks depending on severity, location and source of leak
HVAC (chillers, water tower and heating, depending on severity)
Exit lights out Lock changes
Shower head leaking hot water
Tripped breaker
### Routine (30)

Make all efforts to schedule within 5 days; begin work by date

- Exterior lights out – When there is other lighting in the area
- Drinking fountains
- Lock & mailbox changes – When they can be scheduled ahead of time
- Interior doors not working – not a safety or security issue
- Too Hot/too cold - within 65 degree to 85 degree range, or more than 5 people in room, or affecting research
- Light out, other lights working
- Shower heads leaking cold water (hot water is a 40)
- Toilets running nonstop
- Secured window (glass) needing repair
- Pests – Unless live animal in room (e.g. bat) – then 50, call Customer Service
- Planned events (table/chair set up, custodial support etc.) – submit SR 2 weeks prior